

FIG. 1

200

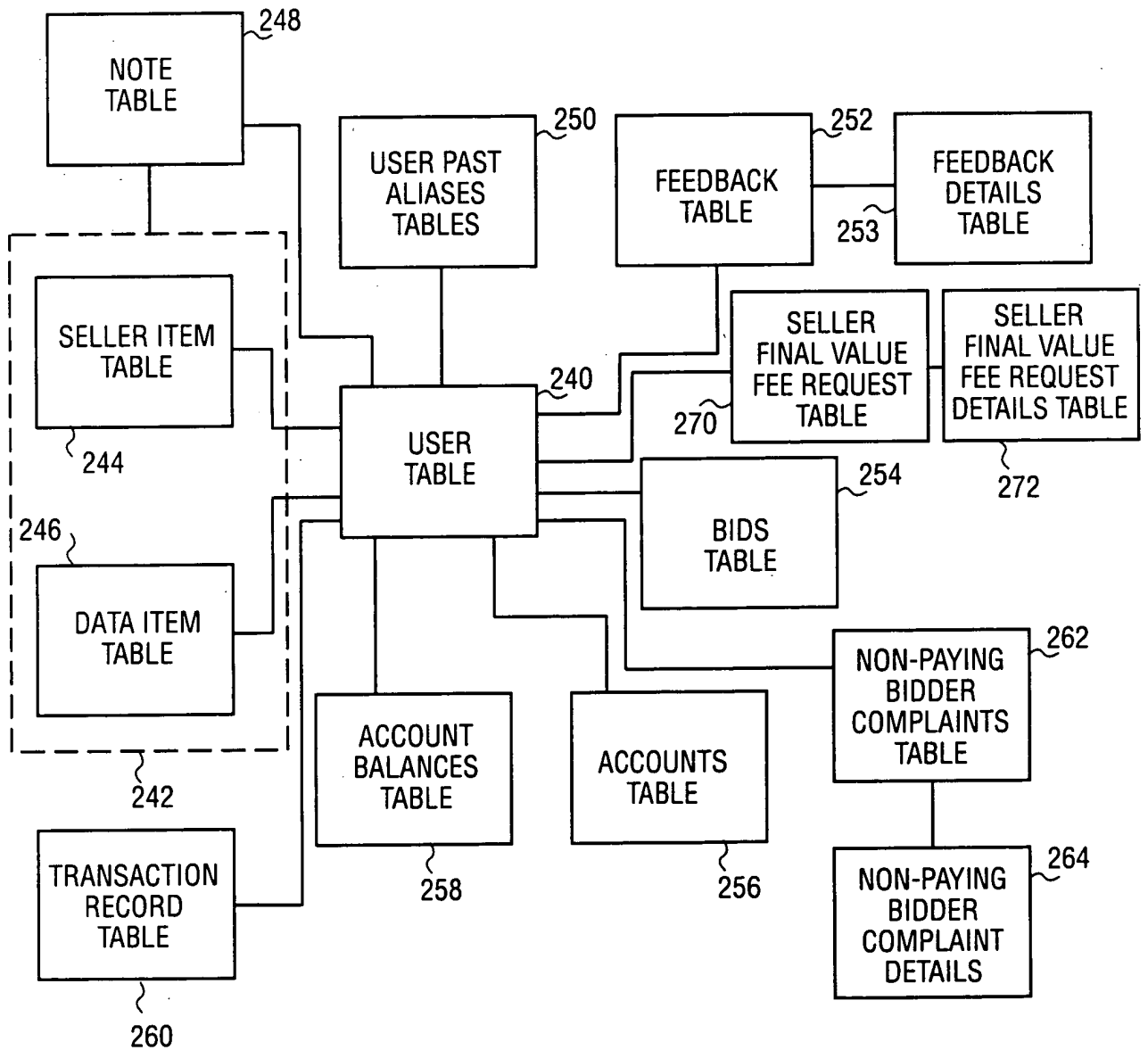


FIG. 2

300

| NON-PAYING BIDDER<br>ITEMS TABLE |                   |                |                                  |                |                  |
|----------------------------------|-------------------|----------------|----------------------------------|----------------|------------------|
| ITEM NO.                         | SELLER<br>USER ID | NPB<br>USER ID | REASON FOR<br>FAILED TRANSACTION | NOTICE<br>DATE | NOTICE<br>REASON |
| 302                              | 304               | 306            | 308                              | 310            | 312              |

| NON-PAYING BIDDERS<br>TABLE |          |                        |             |                        |                     |
|-----------------------------|----------|------------------------|-------------|------------------------|---------------------|
| NPB<br>USER ID              | ITEM NO. | VALID<br>WARNING COUNT | NPB<br>TICK | REASON FOR<br>NPB TICK | SUSPENDED<br>STATUS |
| 402                         | 404      | 406                    | 408         | 410                    | 412                 |

[illegible]

| SELLERS COMPLAINT TABLE |             |                   |                      |                     |
|-------------------------|-------------|-------------------|----------------------|---------------------|
| SELLER'S USER ID        | NPB USER ID | DATE OF COMPLAINT | REASON FOR COMPLAINT | STATUS OF COMPLAINT |
| ~                       | ~           | ~                 | ~                    | ~                   |
| 502                     | 504         | 506               | 508                  | 510                 |

**FIG. 5**

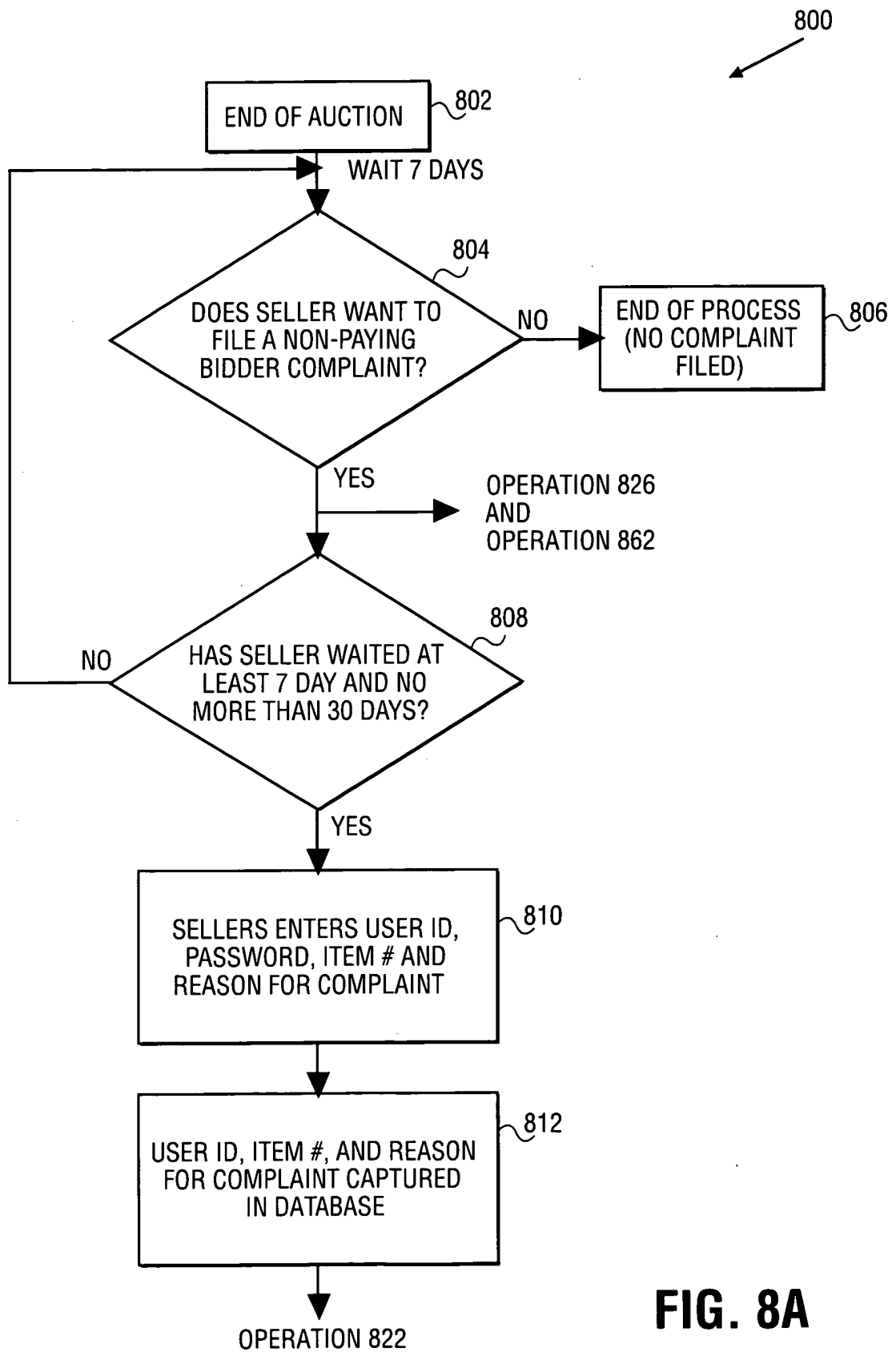
## SELLERS FVF REQUEST TABLE

| TABLE               |                |          |                   |                          |                |                  |
|---------------------|----------------|----------|-------------------|--------------------------|----------------|------------------|
| SELLER'S<br>USER ID | NPB USER<br>ID | ITEM NO. | ACTION<br>DESIRED | REASON FOR<br>FVF CREDIT | CREDIT<br>DATE | CREDIT<br>AMOUNT |
| 602                 | 604            | 606      | 608               | 610                      | 612            | 614              |

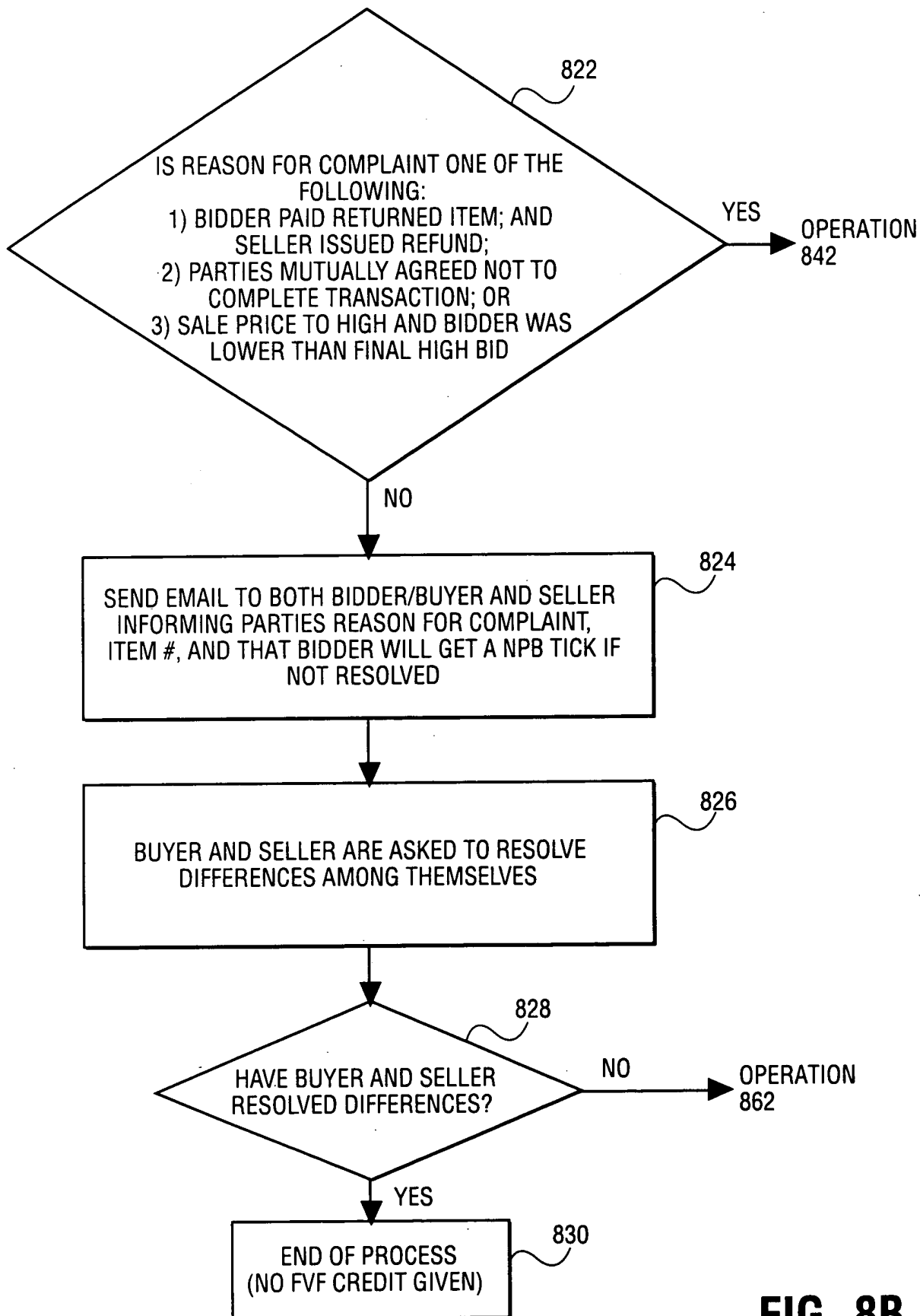
**FIG. 6**

| NPB APPEAL TABLE |                   |                |                                  |                      |                |
|------------------|-------------------|----------------|----------------------------------|----------------------|----------------|
| ITEM NO.         | SELLER<br>USER ID | NPB<br>USER ID | REASON FOR<br>FAILED TRANSACTION | REASON FOR<br>APPEAL | APPEAL<br>CODE |
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FIG. 7



**FIG. 8A**



**FIG. 8B**

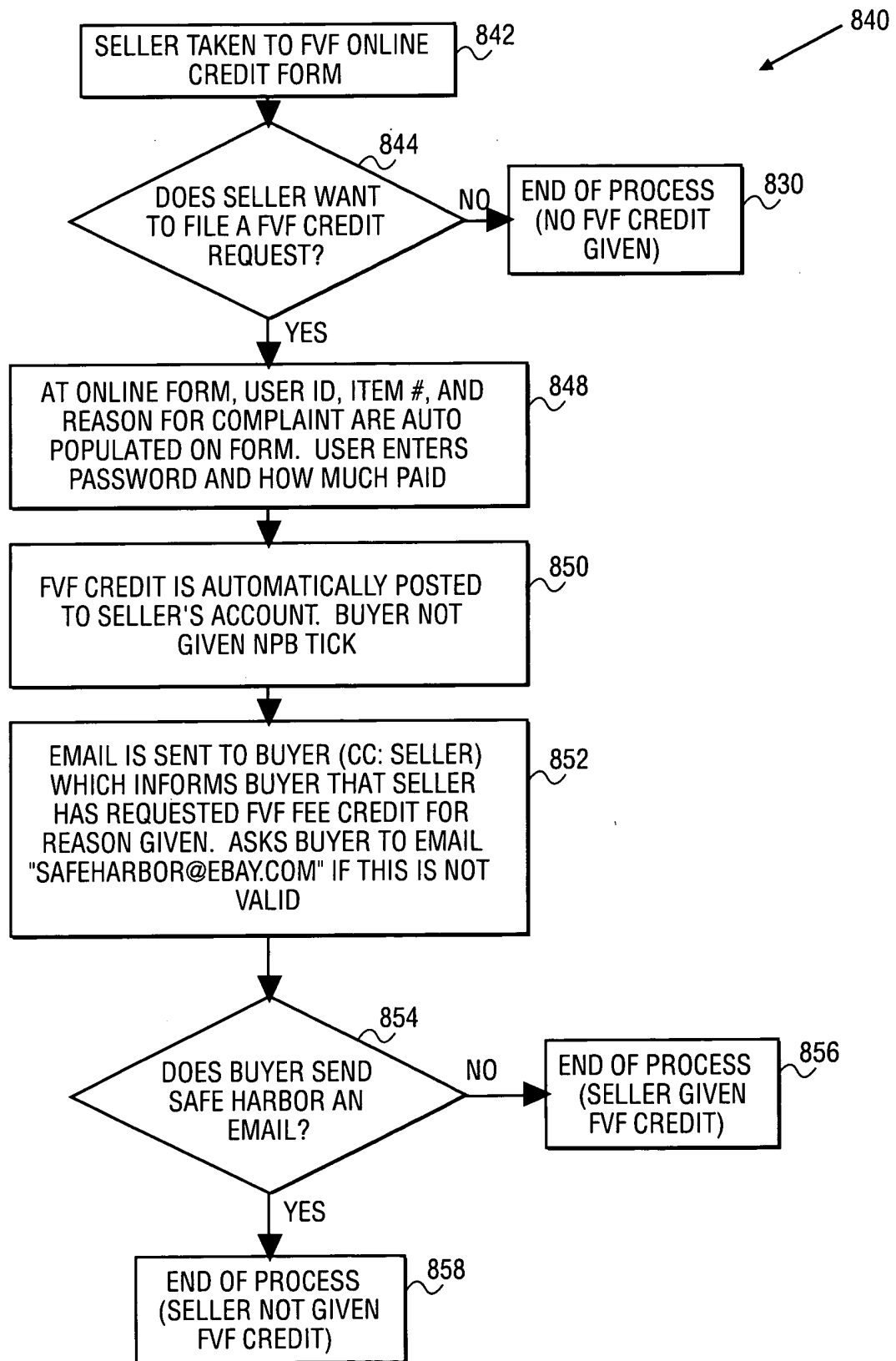


FIG. 8C



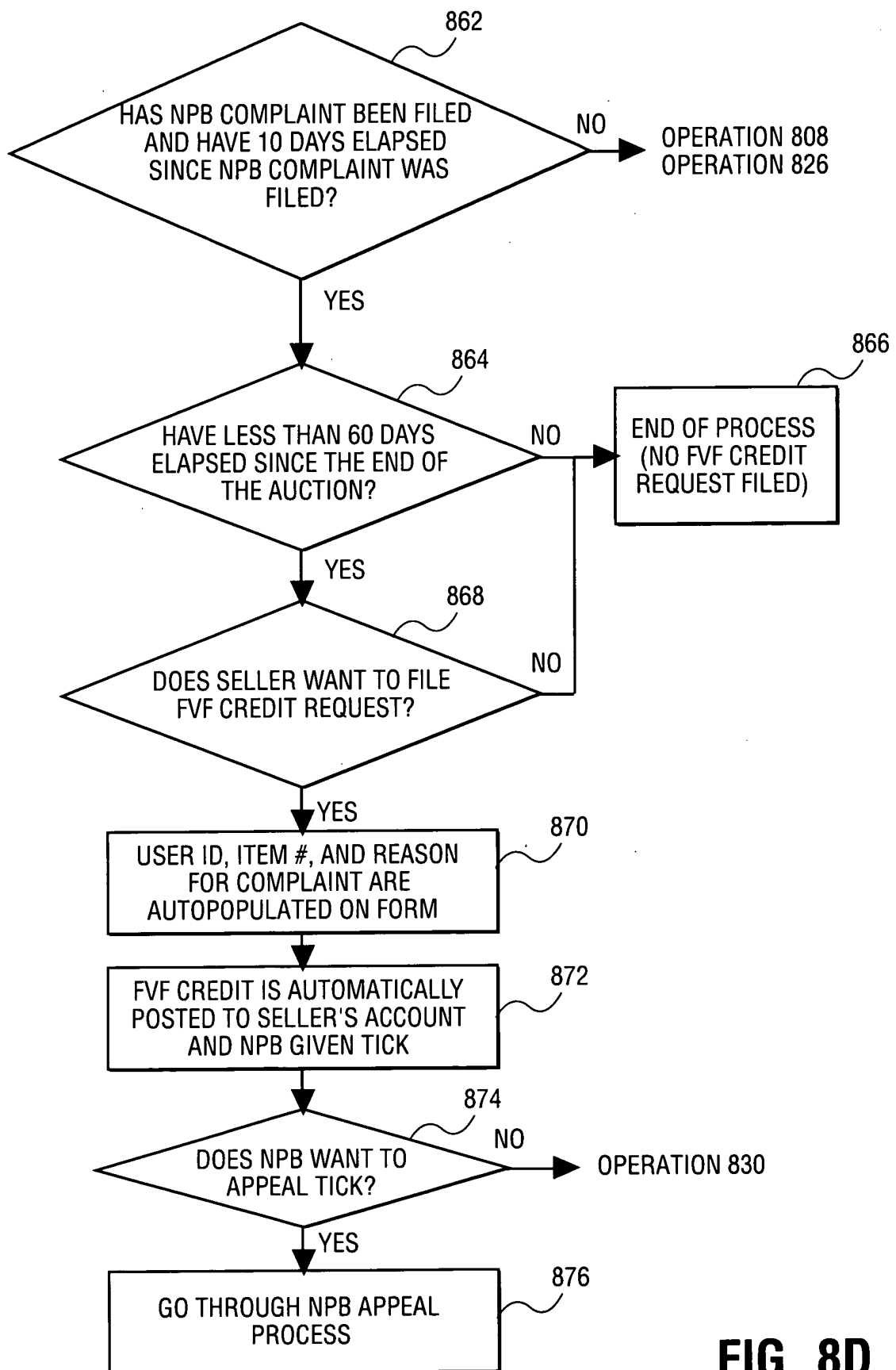



FIG. 8D

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|                        |                             |                              |                         |                         |                                    |
|------------------------|-----------------------------|------------------------------|-------------------------|-------------------------|------------------------------------|
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## Non-Paying Bidder Program

This is your place to learn about eBay's Non-Paying Bidder Program and supporting features. Start here if you're a:

- Seller who was a non-paying bidder and would like a Final Value Fee credit for your unsold item.
- eBay user who is interested in knowing more about what happens when high bidders don't pay.

Non-Paying bidders face the following consequences through this program:

- First offense: warning
- Second offense: warning
- Third offense: warning and 30 day suspension
- Fourth offense: indefinite suspension.

**What to do if you're a seller with a non-paying bidder** [See quick summary](#)

1. **The seller and buyer should contact each other after the auction has ended.** Like you, buyers can have emergencies or computer problems. Your high bidder may not be able to respond to you right away for legitimate reasons.
2. **File a Non-Paying Bidder Alert after 7 days or more of your auction's close**, if you still don't get a response or if you feel you may not receive payment. Remember: In order to collect your Final Value Fee credit, you must complete a [Non-Paying Bidder Alert Form](#) within 45 days after the end of your auction.
3. **Try to work things out with your bidder in the next 10 days after you file a Non-Paying Bidder Alert.** Once you file, eBay will send an email to you and your high bidder. Your high bidder will be reminded to pay you and informed of the consequences if no payment is sent.
4. **Request your Final Value Fee credit** if you've a) Filed a Non-Paying Bidder Alert 7 days or more after your auction has ended **and** b) Tried unsuccessfully to resolve things with your bidder 10 days after you've filed the Non-Paying Bidder Alert Form above.

To submit your credit request, use eBay's [Final Value Fee Credit Request Form](#) within 60 days after the end of your auction. Your refund will be credited to your account within 48 hours

**FIG. 9A**

| Quick Summary                                       | Time Frame  |
|---|---|
| 1. Contact each other after your auction has ended  | Generally within <b>3 business days</b> is a good idea.   |
| 2. Complete a <u>Non-Paying Bidder Alert Form</u> . | After <b>7 days but not past 45 days</b> of your auction's close.   |
| 3. Try to work things out.                          | After you file a Non-Paying Bidder Alert, try to work things out with your bidder in the <b>next 10 days</b> .  |
| 4. Request your Final Value Fee credit.             | If you still haven't resolved things after 10 days of filing an Alert, complete the <u>Final Value Fee Credit Request Form</u> within <b>60 days</b> of your auction's close. |

**Special note about Dutch Auctions:** They work the same as other auctions with one exception: You may file a Non-Paying Bidder Alert Form only **once** per auction for as many bidders as necessary. That is, you cannot go back and file additional Alerts if you have more non-paying bidders from the same auction.

**Special note to bidders:** If you are a bidder and believe you received an unfair warning, you may appeal it by using eBay's Non-Paying Bidder Appeal Form. Warnings will remain on your record until they are successfully appealed.

Click [here](#) to visit our Non-Paying Bidder Frequently Asked Questions page.

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**FIG. 9B**

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## Non-Paying Bidder Alert Form

The Non-Paying Bidder Alert Form is intended to be a workout period to help buyers and sellers resolve their trading problems. After you file a Non-Paying Bidder Alert, eBay will send an email to both you and the high bidder, advising the high bidder that you have notified eBay that the bidder is a potential non-paying bidder and encouraging the high bidder to complete the transaction. You must file a Non-Paying Bidder Alert Form before you may request a Final Value Fee credit. If you have any questions about our Non-Paying Bidder Policy, click [here](#).

**Please use care when filing a Non-Paying Bidder Alert--this Form should be used only if the high bidder is unresponsive. Using this Form as a tool to intimidate or coerce your buyers into completing the transaction may be cause for suspension.**

To file a Non-Paying Bidder Alert against another eBay user:

- You must have a registered eBay User ID and password.
- You must be the seller of that item.
- At least 7 days and no more than 45 days have passed since the auction ended.
- The auction must have received at least one winning bid (for reserve auctions, this means at least one bid met or exceeded the reserve price.)
- NOTE: If your auction was a **Dutch auction**, you may file a Non-Paying Bidder Alert against as many bidders as you deem necessary, but you are entitled to file a Non-Paying Bidder Alert Form only **once** for each such auction. Thus, please wait until you know the status of all winning bidders before you file a Non-Paying Bidder Alert Form.

If you've satisfied all these conditions and want to file a Non-Paying Bidder Alert, please fill out the following form.

Your **User ID**:  1004

You can also use your email address.

Your **Password**:

[Forgot your password?](#)

Save time by [signing in](#). (You may also [sign in securely](#)).

Item Number  1006

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FIG. 10A

1010

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Non-Paying Bidder Alert Form

"npb mockups"

Item #1021721

Date Auction Ended: 07/25/00  
Final Bid Price: \$2.25

Please complete all fields that provided below.

Reason  
for  
Non-  
Paying  
Bidder  
Alert

--

Select reason from choices provided.

Bidders  
e-mail  
address

testuser3@superslice.com

Please make sure that you have provided accurate information. eBay may use information provided here to identify bidders who are not complying with eBay rules.

Filing false Non-Payable Bidder Alerts is a form of harassment. Sellers found to be guilty of this offense will be suspended.

Click  to enter your Non-Paying Bidder Alert.

default

FIG. 10B

1030

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## Non-Paying Bidder Alert Completed!

Your Non-Paying Bidder Alert has been filed for item **#1021721**.

The emails regarding your Non-Paying Bidder Alert will be sent shortly. default

**FIG. 10C**

1102

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|--------|------|----------|--------|------|-----------|

|          |              |                  |         |          |                |             |
|----------|--------------|------------------|---------|----------|----------------|-------------|
| overview | registration | buying & selling | my page | about me | feedback forum | safe harbor |
|----------|--------------|------------------|---------|----------|----------------|-------------|

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## Final Value Fee Credit Request Form

To request credit for Final Value Fees from a listing:

- You must have filed a [Non-Paying Bidder Alert Form](#)
- At least 10 days passed since you filed the Non-Paying Bidder Alert Form.
- **No more than 60 days** passed since the auction ended.
- Insertion fees and fees for listing options are non-refundable.

**Note:** Once you submit this Final Value Fee Credit Request Form, the high bidder will receive an email from eBay and may receive a Non-Paying Bidder Warning, which may result in the suspension of that user's account.

If you've satisfied all these conditions and want to file a Non-Paying Bidder Alert, please fill out the following form.

**Your User ID:**   
 You can also use your email address.

**Your Password:**   
[Forgot your password?](#)

Save time by [signing in](#). (You may also [sign in securely](#)).

**Item Number**

Click  to continue.

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FIG. 11A

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### Final Value Fee Credit Request

**Item #1021721**

**Final Bid Price: \$2.25**

1110

|  |  |
|--|--|
| Did you receive any money from the bidder? | <input checked="" type="radio"/> No <input type="radio"/> Yes    If Yes, how much? <input type="text"/> (numerals and decimal point '.' only.) |
| Reason for refund                          | <div style="border: 1px solid black; height: 20px; width: 100%;"></div> Select reason from choices provided.                                   |
| Bidders e-mail address                     | testuser3@superslice.com   |

**Filing false Non-Payable Bidder Alerts is a form of harassment. Sellers found to be guilty of this offense will be suspended.**

Click **Submit** to enter your final value fee credit request.

**FIG. 11B**



1120

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## Final Value Fee Credit Request

**"npb mockups"****Item #1021722****Date Auction Ended:** Jul-25-00**Final Bid Price:** \$2.00

Please complete all fields that provided below to apply for credit.

This form allows you to request final value fee for this item. Click "Continue" button below to submit your request.

**Bidder #1 \*\*Only provide information if this bidder backed out\*\***

1122

|   |   |
|---|---|
| <b>Did you receive any money from the bidder?</b> | <input checked="" type="radio"/> No <input type="radio"/> Yes If Yes, how much? <input type="text"/> (numerals and decimal point '.' only.) |
| <b>Reason for refund</b>                          | --<br>Select reason from choices provided.  |
| <b>Bidders e-mail address</b>                     | --<br>Select a bidder from the list provided.   |

**Bidder #2 \*\*Only provide information if this bidder backed out\*\***

1124

|   |   |
|---|---|
| <b>Did you receive any money from the bidder?</b> | <input checked="" type="radio"/> No <input type="radio"/> Yes If Yes, how much? <input type="text"/> (numerals and decimal point '.' only.) |
| <b>Reason for refund</b>                          | --<br>Select reason from choices provided.  |
| <b>Bidders e-mail address</b>                     | --<br>Select a bidder from the list provided.   |

Please make sure that you have provided accurate information. eBay may use information provided here to identify bidders who are not complying with eBay rules.

**Filing false Non-Payable Bidder Alerts is a form of harassment. Sellers found to be guilty of this offense will be suspended.**Click  to enter your final value fee credit request.**FIG. 11C**

1202

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**Non-Paying Bidder Appeal**

To appeal a warning which you feel you have received in error, please provide the following information to eBay, using the message field on this form:

- The reason for your appeal
- Any supporting information

**Your User ID:**

You can also use your email address.

**Your Password:**

[Forgot your password?](#)

Save time by [signing in](#). (You may also [sign in securely](#)).

|                    |  |
|--------------------|--|
| <b>Item Number</b> | <input type="text"/>   |
| <b>Message</b>     | <div style="border: 1px solid black; height: 100px; width: 100%;"></div> |

FIG. 12

1302

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### NPB Appeal Confirmation

Please complete all fields provided below to update users account

|                       |   |
|-----------------------|---|
| Item Number           | 1021722   |
| Sellers UserID        | test2@superslide.com  |
| Bidders UserID        | test1@superslide.com  |
| Reason for NPB Appeal | <div>-- ▾</div> <div>Select reason from choices provided.</div> |
| NPB Action Request    | <div>-- ▾</div> <div>Select reason from choices provided.</div> |

Press the confirm button to complete the transaction and update test1@superslice.com's deadbeat score.

default

FIG. 13

1402

home | my page | site map | sign in

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[Services](#)
[Search](#)
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[Community](#)

▶ QA Staging Test Environment. Schema is e199\_staging\_main
 

[tips](#)

☐ Search titles and descriptions

---

### Transaction Backout Profile for test1@superslice.com (0)

**Credit Requests:** 2  
**Unique NPB Score:** 1  
**Total NPB Score:** 1  
**Warnings Issued:** 0  
**User Status:** Confirmed

Here is the list of items that test1@superslice.com (0) has received full or partial credit for:

| Code | Item                    | Start     | End                | Price | Title        | Bidder  |
|------|-------------------------|-----------|--------------------|-------|--------------|---|
| 2    | <a href="#">1021763</a> | Aug-04-00 | Jul-25-00 12:46:35 | 2.00  | npb mockups2 | <a href="#">test2@superslice.com</a> (101)<br>★ |
| 2    | <a href="#">1021721</a> | Aug-04-00 | Jul-25-00 11:24:57 | 2.25  | npb mockups  | <a href="#">testuser3</a> (0)                   |

Here is the list of transactions that test1@superslice.com (0) has backed out of:

| Code                                       | Item                    | Start     | End                | Price | Title             | Bidder  |
|--|-------------------------|-----------|--------------------|-------|-------------------|---|
| 3<br><input type="button" value="Remove"/> | <a href="#">1021722</a> | Aug-04-00 | Jul-25-00 11:25:06 | 2.25  | npb mockups-dutch | <a href="#">test2@superslice.com</a> (101)<br>★ |

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 [Feedback Forum](#) | 
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FIG. 14

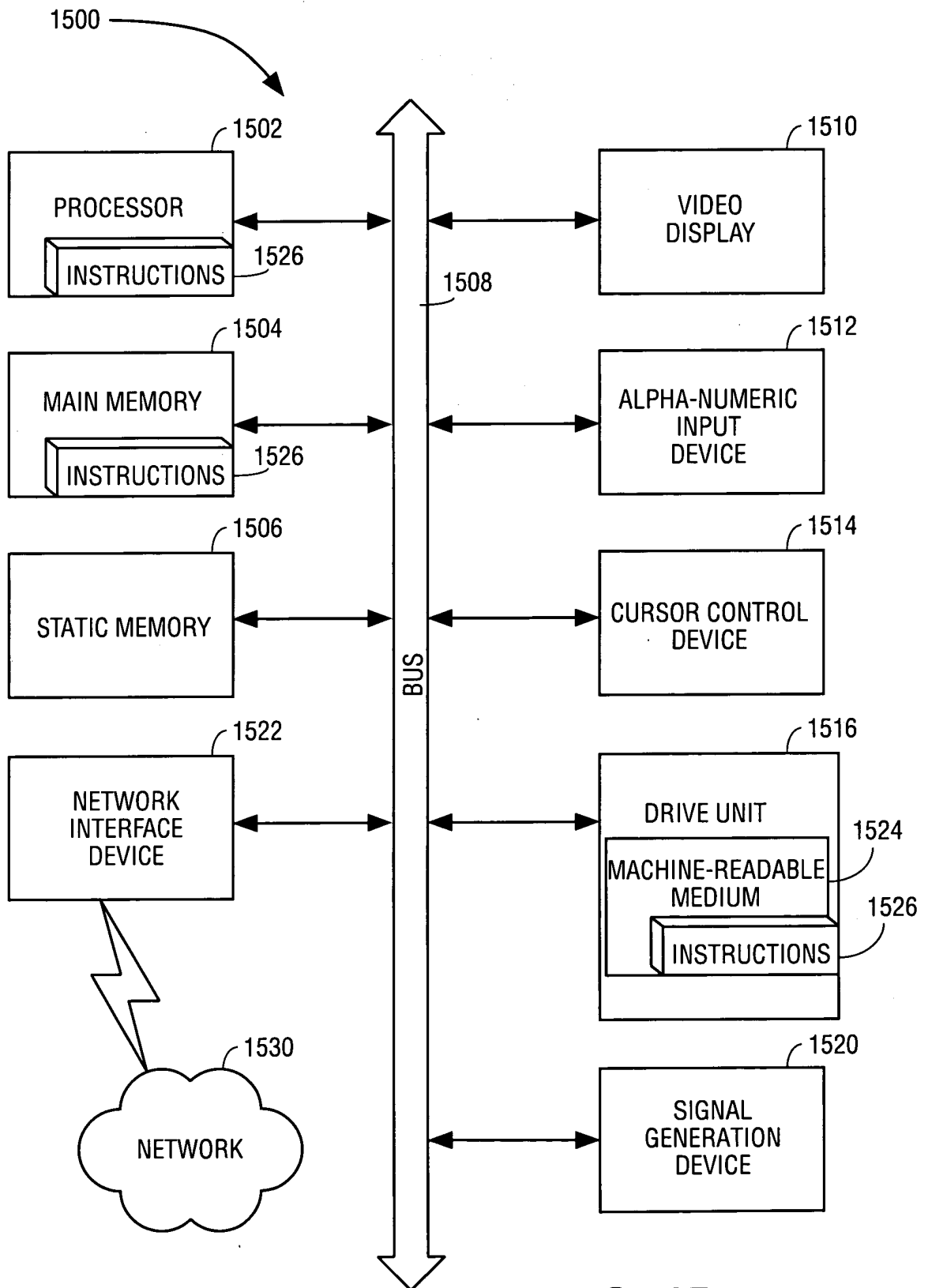


FIG. 15